

# ELECTION HOTLINE ONLINE COMPLAINT FORM PORTAL QUICK REFERENCE GUIDE

New York State Office of Attorney General – Civil Rights Bureau



## ELECTION HOTLINE ONLINE COMPLAINT FORM

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The Office of the Attorney General (OAG) **Election Protection Hotline** is available to troubleshoot and resolve a range of issues encountered by voters, including voting by absentee ballot or in person at their polling place. New York voters experiencing problems are encouraged to submit complaints online using the **Election Hotline Online Complaint Form**, call OAG's hotline at **(866) 390-2992**, or email **election.hotline@ag.ny.gov** to request election-related assistance.

Written requests for election-related assistance may be submitted at any time through the online complaint form or via email. The OAG will receive and respond to election complaints relating to any of the statutes that OAG enforces.

## 1. ACCESSING THE ELECTION HOTLINE COMPLAINT FORM

New York voters can access the **Election Hotline Online Complaint Form** by clicking the following link:

<https://electionhotline.ag.ny.gov/>

**Note:** This link is also available on the Election Protection page on NYS OAG website: <https://ag.ny.gov/election-protection>

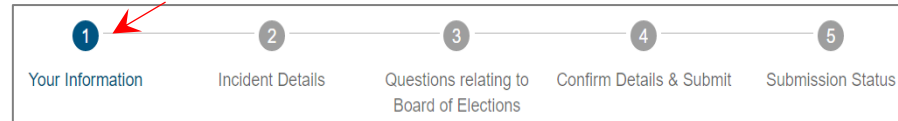
## 2. NAVIGATING THROUGH THE ELECTION COMPLAINT FORM

Completing the form with information to the best of your knowledge will help OAG staff in finding appropriate resolution for the reported issues.


If necessary, we may share your information with the Board of Elections for your county or the State to troubleshoot your complaint.

The Election Complaint Form displays various fields for the complainant to report the issues encountered during the election or voting process.

- Progress bar on top of the form indicates the various sections of the form. Currently selected section is highlighted on the progress bar. Users can move from one section to the next only after completing the current section.



- The required fields are indicated by an asterisk \*
- Users can type in the fields when entering relevant information. Users can also utilize any buttons available within the field to select and complete the information.
- For Date fields, users can directly type in the field and enter the dates in **mm/dd/yyyy** format.

Alternatively, users can click on the Calendar icon and navigate and then click on the applicable date. 



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- In the Calendar pop-up, users can click on an applicable date to select it.

Date of Birth \*  
mm/dd/yyyy

August 2022

Su Mo Tu We Th Fr Sa

31 1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31 1 2 3

4 5 6 7 8 9 10

Clear Today

August 2022

2020

2021

2022

Jan Feb Mar Apr

May Jun Jul Aug

Sep Oct Nov Dec

2023

2024

- To select current date, users can also click on the Today button located on the bottom right of the Calendar pop-up. To clear, users can click on the Clear button located on the bottom left of the pop-up window.
- To move to a different month, use the up/down arrows located on the top right of the Calendar month pop-up.

- To move to a different month or year, first click on the Month button (which displays selected or current month name) located on the top left of the Calendar pop-up. Clicking the Month button will display another pop-up with list of Months/Years. Select appropriate month or scroll up/down the year list to select applicable Year, Month, Date combination.
- To overwrite a date, either use the Calendar button and select appropriate date or **select each component** of the date and type the appropriate date.

Date of Incident \*  
08/16/2022

- To navigate between sections/pages, please use the move to next section/page, use the BACK and NEXT buttons located at the bottom of the form.

← BACK

NEXT →

If the NEXT button does not respond, then please check if all the required fields in the current section/page are complete.

- After completing a section, when users navigate to other section, then the previously completed section will be displayed with a green check mark in the Progress bar located on the top of the form.

1 2 3 4 5

Your Information Incident Details Questions relating to Board of Elections Details Confirmation and Submission Submission Status



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## 3. ELECTION HOTLINE COMPLAINT FORM

The Election Hotline Online Complaint Form consists of 5 sections:

- **Your Information**

Election Complaint Form SIGN IN

1 Your Information 2 Incident Details 3 Questions relating to Board of Elections 4 Confirm Details & Submit 5 Submission Status

Last Name \*

First Name \*

Phone Number \*

**Your Information** section is the first page of the complaint form.

Please complete all the required fields on this section. After completing the section, click the **NEXT** button located on the bottom right of the page.

If the **NEXT** button does not respond, then please check if all the **required** fields in the current section/page are **complete**.

- **Incident Details**

Election Complaint Form SIGN IN

1 Your Information 2 Incident Details 3 Questions relating to Board of Elections 4 Confirm Details & Submit 5 Submission Status

Polling Place \*

Polling Place Address

Date of Incident \*  
mm/dd/yyyy

In the Incident Details section, please complete all the required fields.

**Notes:**

- In the **What happened?** field, please enter the details of the incident.

What happened? \*

The Incident Details section requires at least one set of **Type of Complaint** and **Issue** to be identified on the form.

After selecting the complaint type, Issue field will be displayed with corresponding list of values for selection.

Type of Complaint \*

Issue \*

**Note:** If you select “None of the Above / Other Issue Not Captured Elsewhere” option for the **Type of Complaint** field, then please type in the issue description in the **Issue** field.

- **ADD ANOTHER ISSUE +** Users can identify two additional Complaint types/Issues using the **ADD ANOTHER ISSUE** button located in the section (Maximum of 3 sets of Types of Complaint/Issue) per form.

**Note:** After specifying 3 sets of Complaint type/issues, if there are additional issues to be reported, then these issues can be specified within the **What happened?** field.



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- **REMOVE ISSUE** – To remove a Type of Complaint /Issue field, click the **REMOVE ISSUE** button.

Please note that the **REMOVE ISSUE** button will not delete Type of Complaint/ Issue if it is the only complaint type/Issue set remaining in the form.

To change the complaint type/field combination, users can always re-select from the available choices in respective fields.

Please complete all the required fields on this section. After completing the section, click the **NEXT** button located on the bottom right of the page.

If the **NEXT** button does not respond, then please check if all the **required** fields in the current section/page are **complete**.

- **Questions relating to Board of Elections**

The “Questions relating to Board of Elections” section lists optional questions pertaining to the Board of Elections (BOE).

**Note:** In the **Your Information** section, if the County is selected as **Bronx, Kings, New York, Queens, or Richmond County**, then all the questions in the **Questions Relating to Board of Elections** section will require a response and certain questions may request additional details.

After completing the section, click the **NEXT** button located on the bottom right of the page.

If the **NEXT** button does not respond, then please check if all the **required** fields in the current section/page are **complete**.

- **Details Confirmation and Submission**

The “Details Confirmation and Submission” section displays all the fields and responses from previous three sections.

Users can scroll through the page to verify the information before submitting the Election Hotline form.

- All the fields in the “Voter Details” section are displayed by default.



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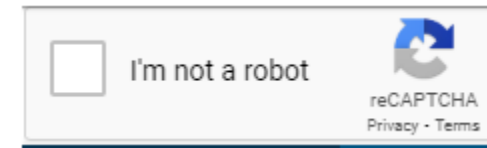
The screenshot shows the 'Election Complaint Form' interface. At the top, there is a 'SIGN IN' link. Below it, a progress bar indicates five steps: 1. Your Information, 2. Incident Details, 3. Questions relating to Board of Elections, 4. Details Confirmation and Submission (highlighted with a red box), and 5. Submission Status. The 'Voter Details' section is visible, with fields for 'First Name' (Test FN) and 'Last Name' (Test LN).

- For other sections, scroll down the page and click the expand button to display the section details.

- Users can also choose to edit by clicking the Edit button located on the bottom right of each section.

Clicking the Edit button for a section will transfer the user to the corresponding page of the section selected for editing.

- After editing, users can click the **Next** button on the page to move to the next section and subsequently return to the “Details Confirmation and Submission” section page.
- On the “Details Confirmation and Submission”, before Submitting the Election Hotline Complaint form, users will be required to complete reCAPTCHA verification.

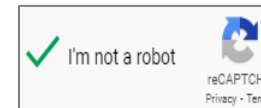


Please check the **I'm not a robot** box at the bottom of the page.

Next, on the reCAPTCHA pop-up window, please respond to the displayed question and then click the Verify button.

**VERIFY**

Depending on the accuracy of the response, users may have to provide answers to one or more reCAPTCHA pop-up windows.



After providing accurate response on the reCAPTCHA window, a check mark will be displayed on the **I'm not a robot** box.

- **SUBMIT** → After accurately completing the reCAPTCHA verification, users can click on the Submit button to complete the Election Hotline Complaint form submission.

Note: If the **SUBMIT** button does not respond, then please check if the reCAPTCHA verification in the current section/page is **complete**.

## • Submission Status

After clicking the Submit button, the **Submission Status** page will be displayed confirming that the Election Hotline Complaint form has been successfully submitted.



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Please take note of the Confirmation Code displayed on the Submission Status page. Users can refer to their Confirmation Code for any future correspondence with NYOAG when inquiring about their complaint.

The screenshot shows the 'Election Complaint Form' interface. At the top, there is a blue header with the 'SIGN IN' link. Below the header, a progress bar indicates five steps: 'Your Information', 'Incident Details', 'Questions relating to Board of Elections', 'Details Confirmation and Submission', and 'Submission Status'. The 'Submission Status' step is highlighted with a red box and a blue circle containing the number 5. Below the progress bar, a green checkmark icon is followed by the text: 'We have successfully received your complaint. Here is your confirmation code:'. Underneath this text, the 'Confirmation Code:' is displayed as '100', which is also enclosed in a red box with a red arrow pointing to it.

**Note:** Users will also receive the confirmation code in an automated confirmation e-mail to the email address that was specified on the complaint form.

After successfully completing and submitting the Election Hotline Online Complaint Form, users can close out their browsers.